

# SWCD Technology Assistance

## Frequently Asked Questions

### Overall Program

#### 1. Where should I make my purchases?

**Answer:** We encourage district employees to consider local sources first as that often provides the most convenient way to ask questions, select models or plans, and get future support. Employees may also consider using large vendors if that is necessary or preferred. We've included contact information for some we recommend on the [Technology Assistance](#) page of our website.

#### 2. What if I don't spend all the money?

**Answer:** If you don't spend all the money granted to your SWCD for a specific item, then you should send the TSSWCB a check for the remaining balance. Mail checks to:

TSSWCB  
Attn: SWCD IT Assistance  
P.O. Box 658  
Temple, TX 76503-0658

#### 3. How do I sign up for the program?

**Answer:** A link to the sign-up form is on the [Technology Assistance](#) page.

#### 4. How do I document purchases?

**Answer:** Once all purchases have been made, use the Purchase Verification form linked on the [Technology Assistance](#) page. You'll need to enter the *date*, *model*, and *purchase price* of a PC or printer and the *start date* and *monthly cost* for cellular service. Do not mail any receipts to the TSSWCB.

### Cellular Data Service

#### 1. Can I use the assistance to purchase DSL, cable modem, or satellite Internet service instead of a cellular data plan?

**Answer:** No. The grant money is to only be used for cellular data plans.

#### 2. How does cellular data service work for Internet service?

**Answer:** A laptop connects to a carrier's cellular network using a small USB modem and a simple connection application installed on the laptop. Common cellular service providers (AT&T, Verizon, Sprint, etc.) all offer these plans and often provide the USB modem at no cost when a customer signs up for a plan.

## **Laptop/tablet purchasing assistance**

### **1. Am I required to purchase a certain model?**

**Answer:** No. You can purchase any model you find that suits your needs, from any vendor.

## **Google G Suite - Email and File Storage**

### **1. Why should I sign up for yet another email account?**

**Answer:** We think there are a few reasons why this is a good idea for districts.

- a) There's no cost to SWCDs as the TSSWCB picks up the tab.
- b) An account includes 30 GB of space to store emails and files. By comparison, NACD accounts were typically limited to 20 MB of space for email storage.
- c) Using the included Drive feature, files can be securely copied into a storage area of each account for easy access from other devices.
- d) An account comes with many other features beyond email and file storage such as an office suite (Google Docs), calendaring, and video and voice calling (Hangouts).
- e) Uses and address ending in swcd.texas.gov, part of the domain reserved for Texas agencies and governmental organizations.

### **2. What about the old email address from NACD (tx.nacdnet.org)? Will I have to check two accounts?**

**Answer:** In most cases, the best practice is to forward the older NACD account to the new one in Google G Suite. The TSSWCB sets this up with new accounts unless the SWCD requests otherwise.

With a forwarding rule in place, all the SWCD email will be in one account that has plenty of storage.

### **3. Can the Google email be forwarded to an NRCS account?**

Mail can be, but this is not recommended. One of the primary goals of the IT assistance program is to give SWCDs the tools to operate more independently and separate email accounts are part of that.

If you want to forward your Google account's mail to another account, refer to the instructions at <https://support.google.com/mail/answer/10957>.

### **4. Are the old NACD addresses going away?**

**Answer:** No. The NACD addresses have been around for well over 10 years and the Association of Texas SWCDs is still paying for them and has no plans to discontinue doing so. That said, Google G Suite provides a much better email management platform.

### **5. Who do I contact if I forget my Google G Suite password?**

**Answer:** You may not have to call anyone as there is a password reset function that allows a password to be reset on answering security questions. If you still need help, contact Clay Wright, TSSWCB network specialist, at [cwright@tsswcb.texas.gov](mailto:cwright@tsswcb.texas.gov).

### **6. Where do I sign into my Google account?**

**Answer:** You can login from any Google Mail sign-in URLs, including:

<http://mail.swcd.texas.gov>

<http://www.gmail.com>

<https://mail.google.com>

**7. Where can I learn more about Google G Suite?**

**Answer:** The [G Suite Learning Center](#) is one of the best places to learn about the features and capabilities in Google G Suite.